

3-TIER SYSTEM

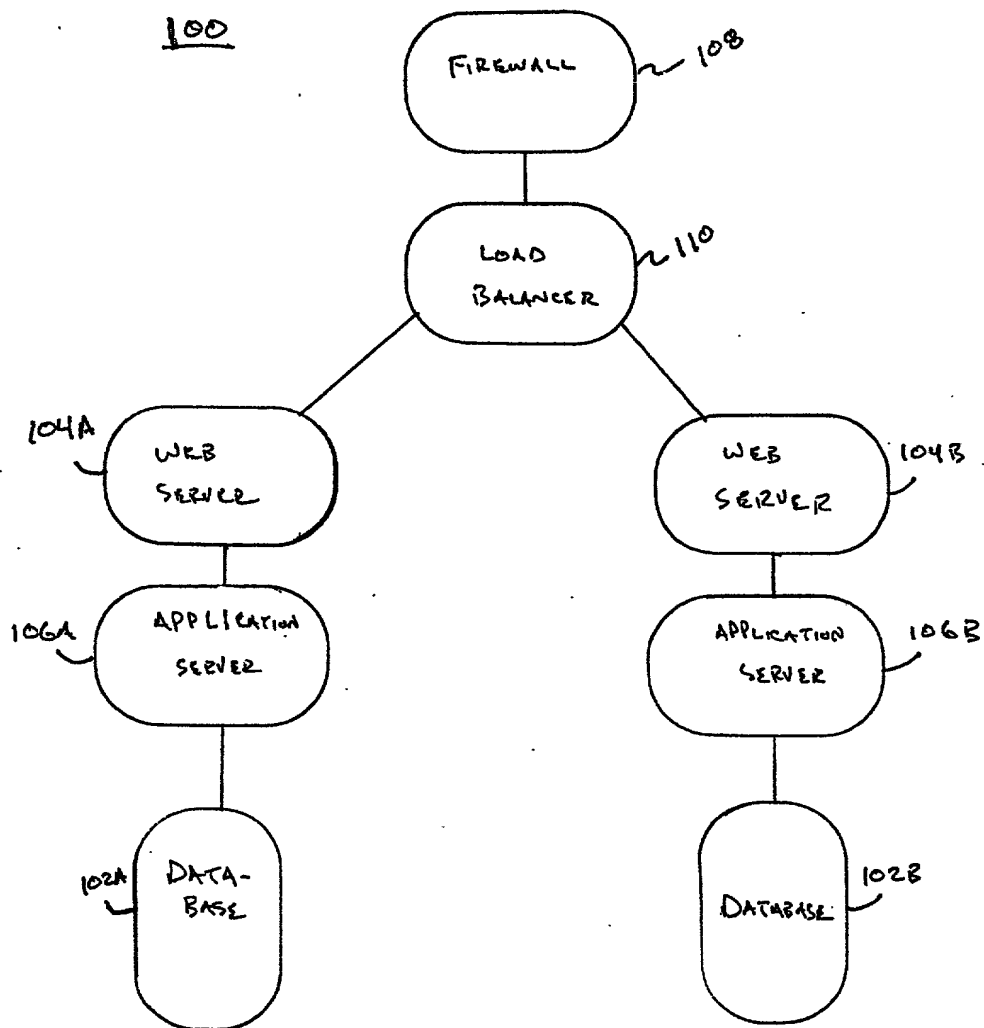


FIGURE 1

09765653-070901

09766663-070901

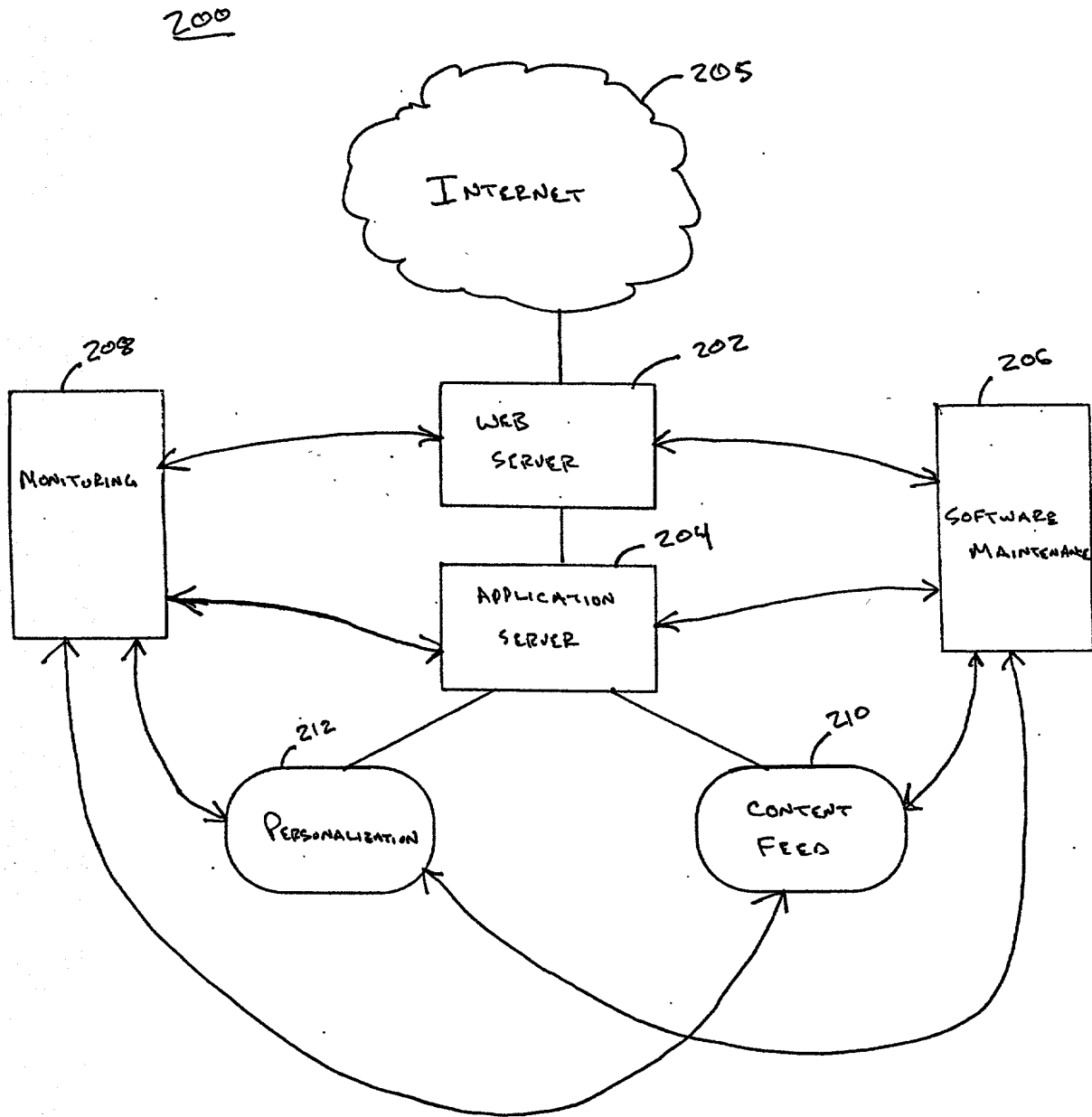


FIGURE 2

FIG. 3

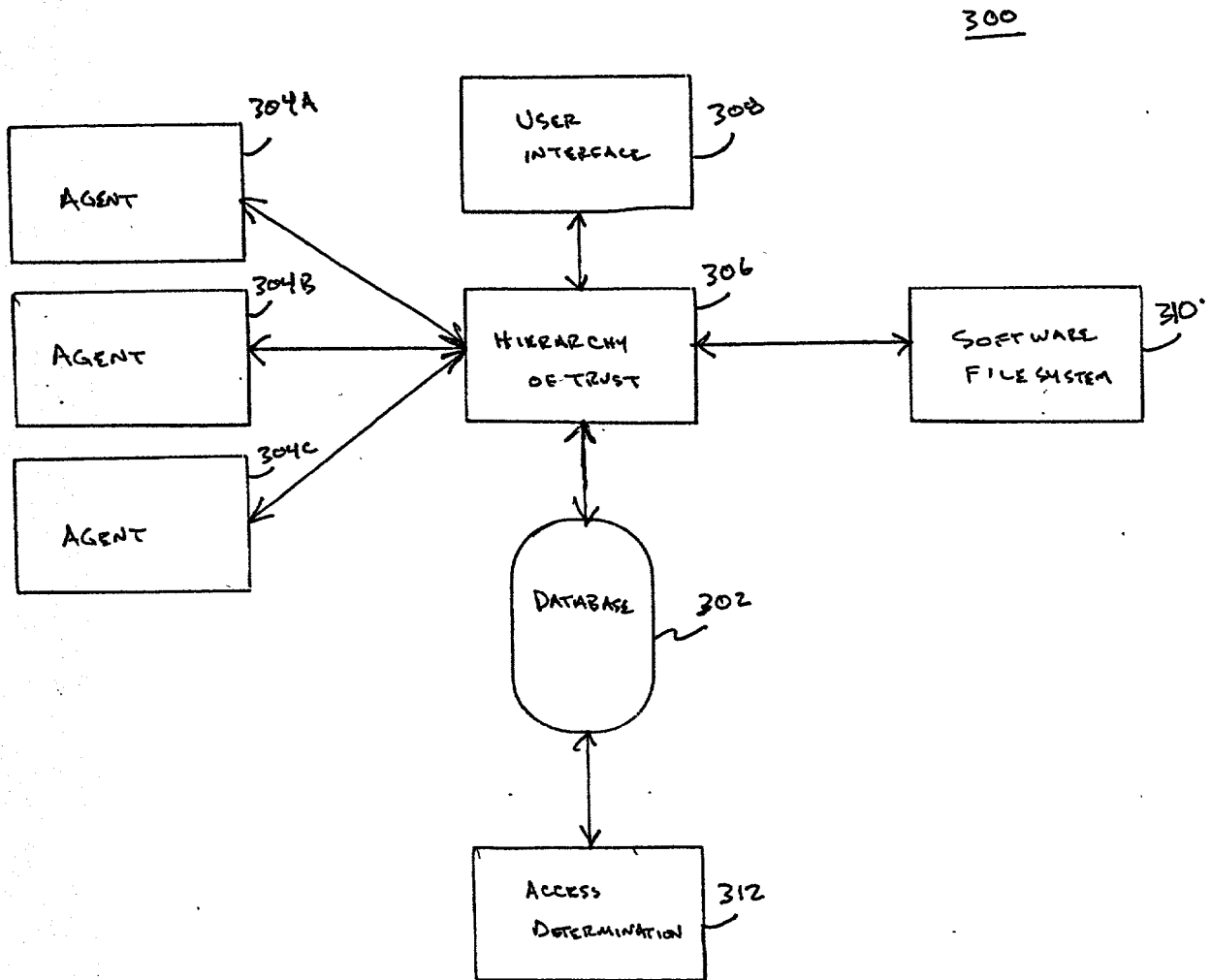


FIGURE 3

CUSTOMER ROLE PACKAGE

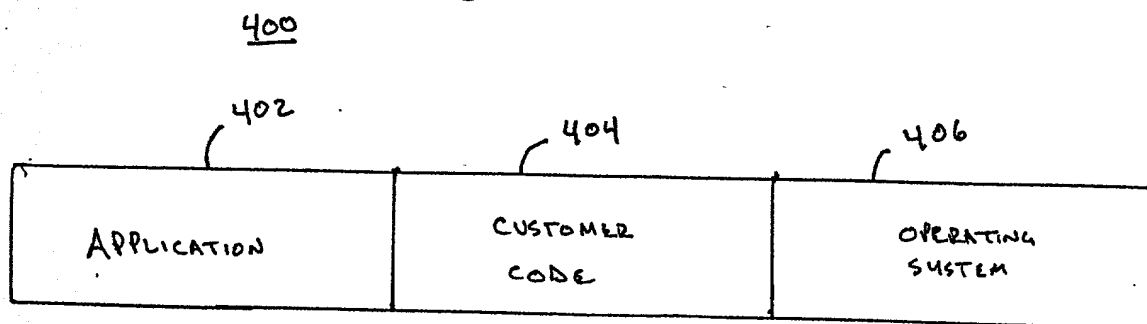


FIGURE 4

ROLE-CENTRIC MODEL

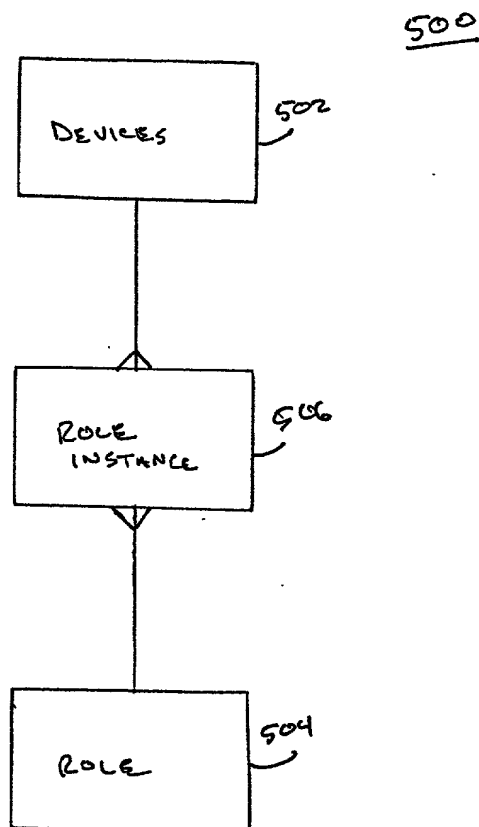


FIGURE 5

SERVICE-CENTRIC MODEL

600

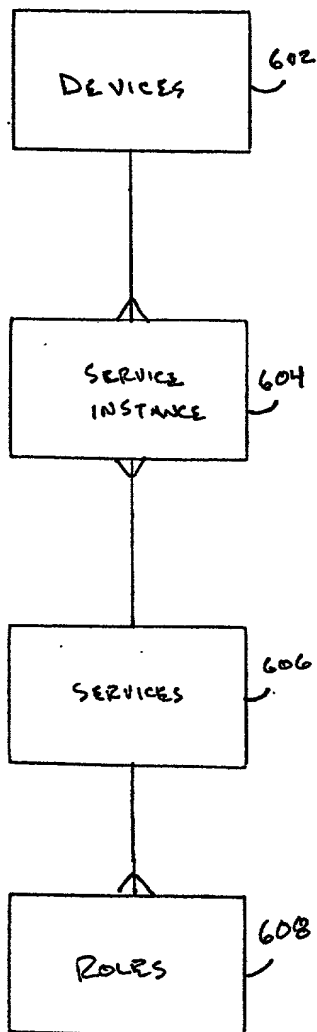


FIGURE 6

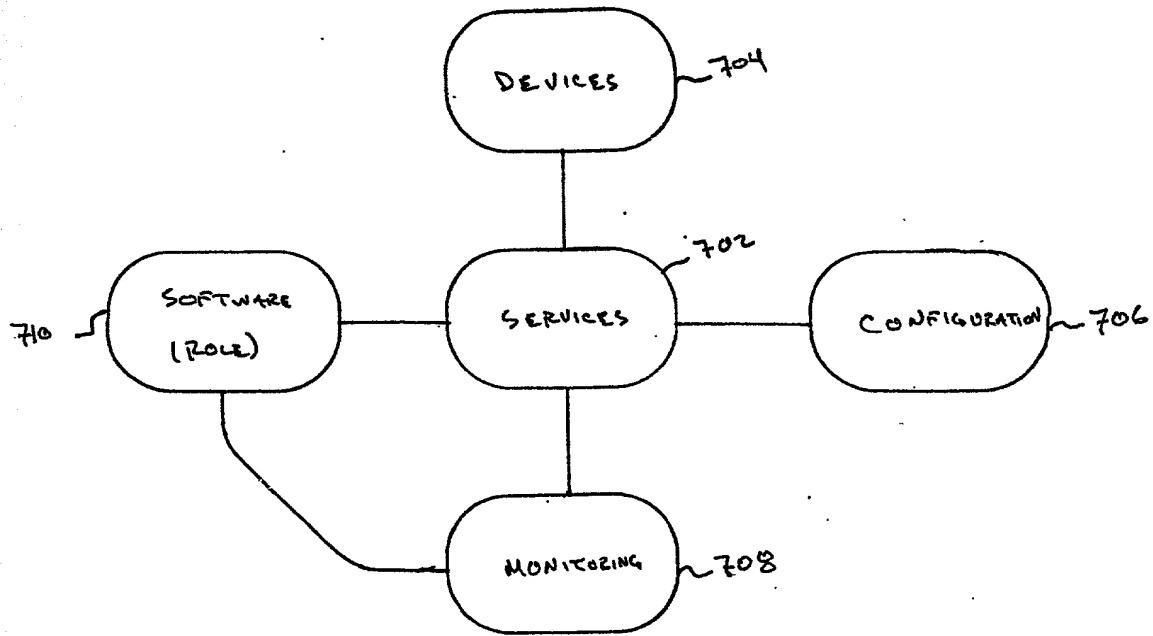


FIGURE 7

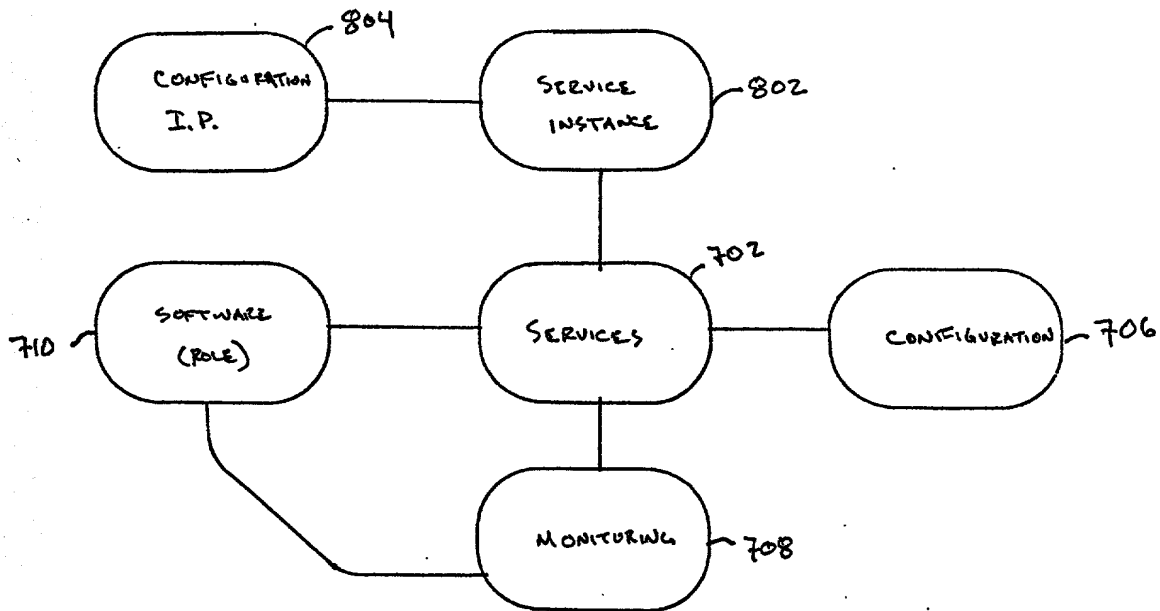


FIGURE 8

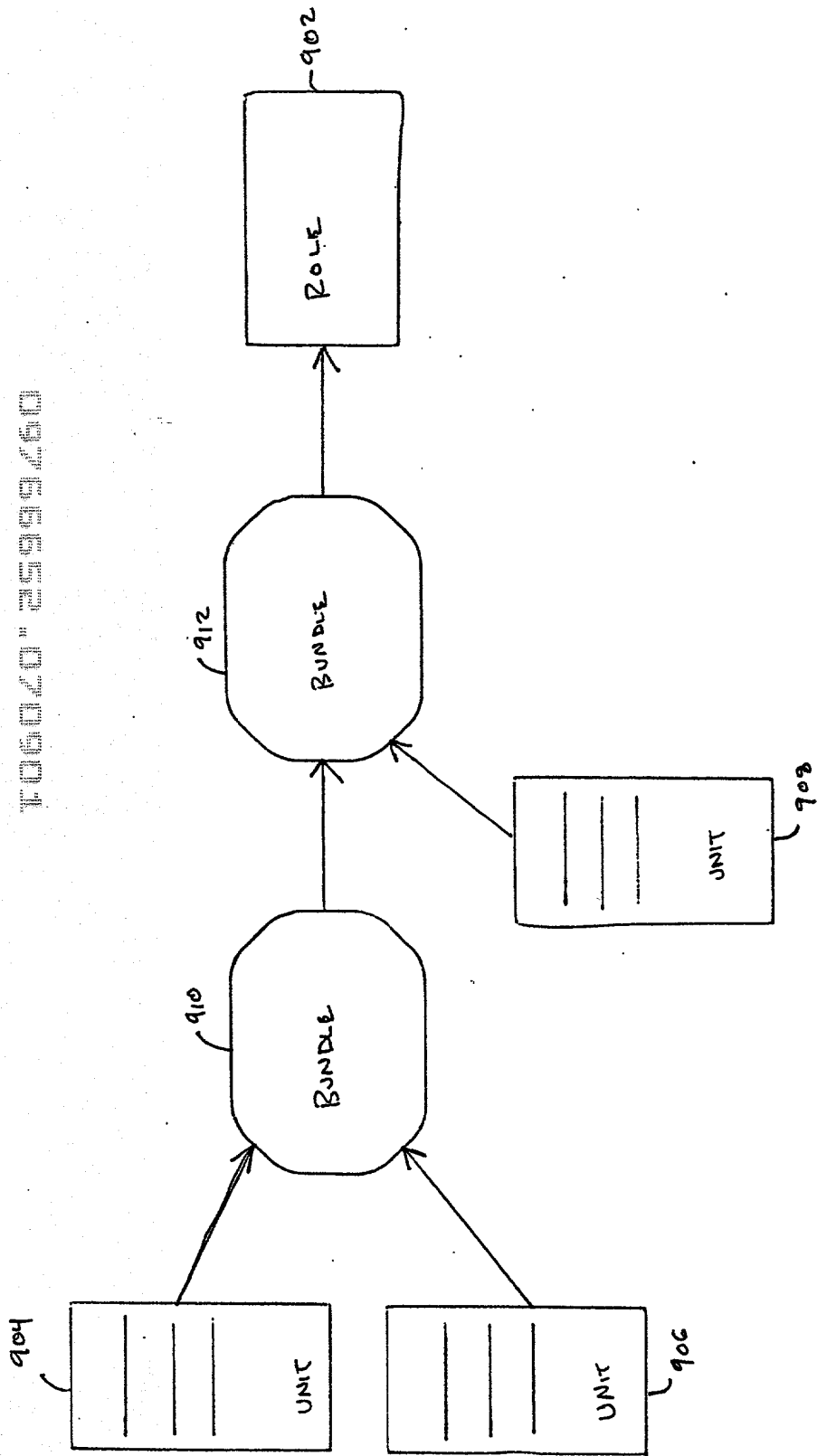


FIGURE 9

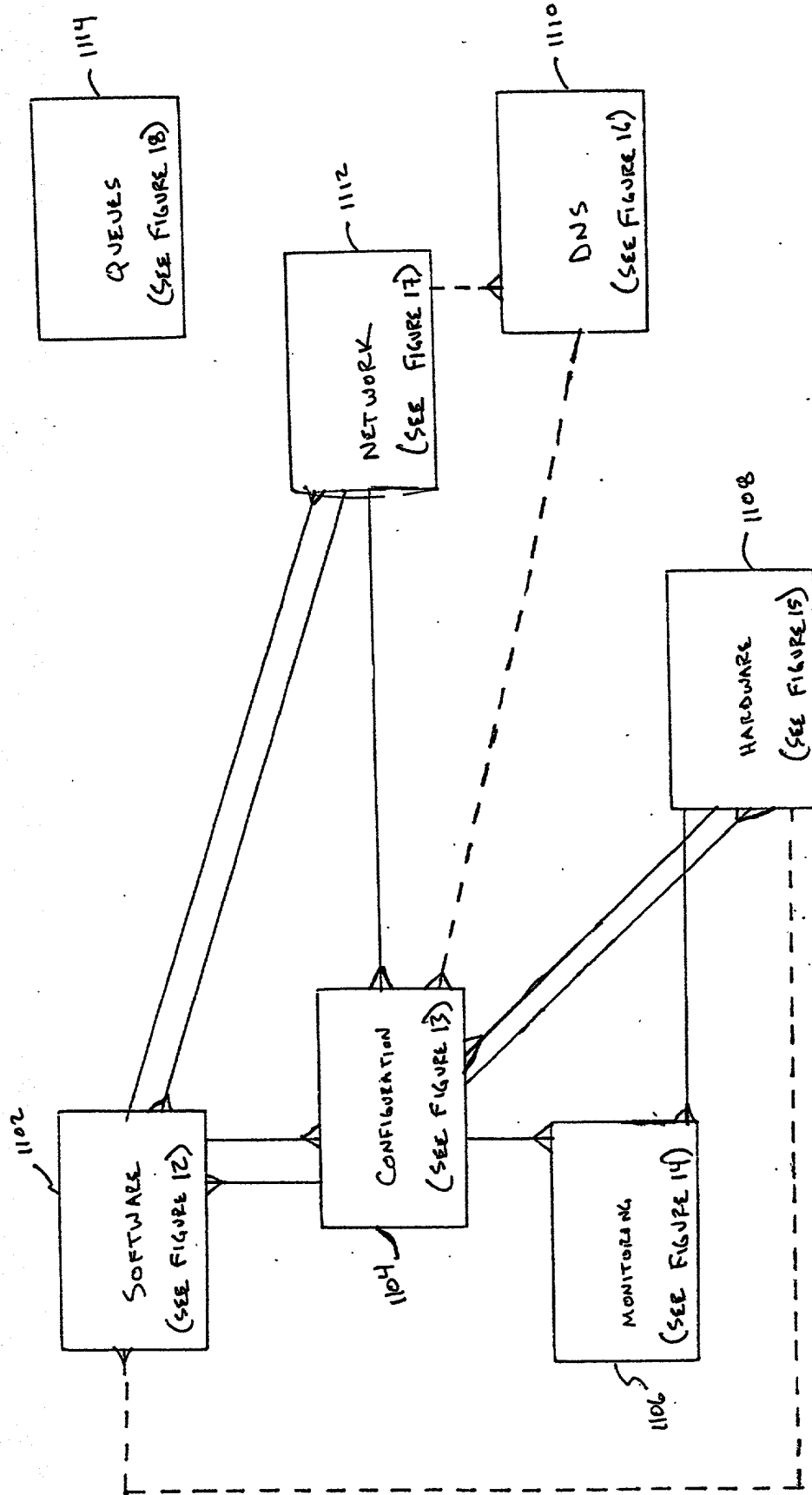
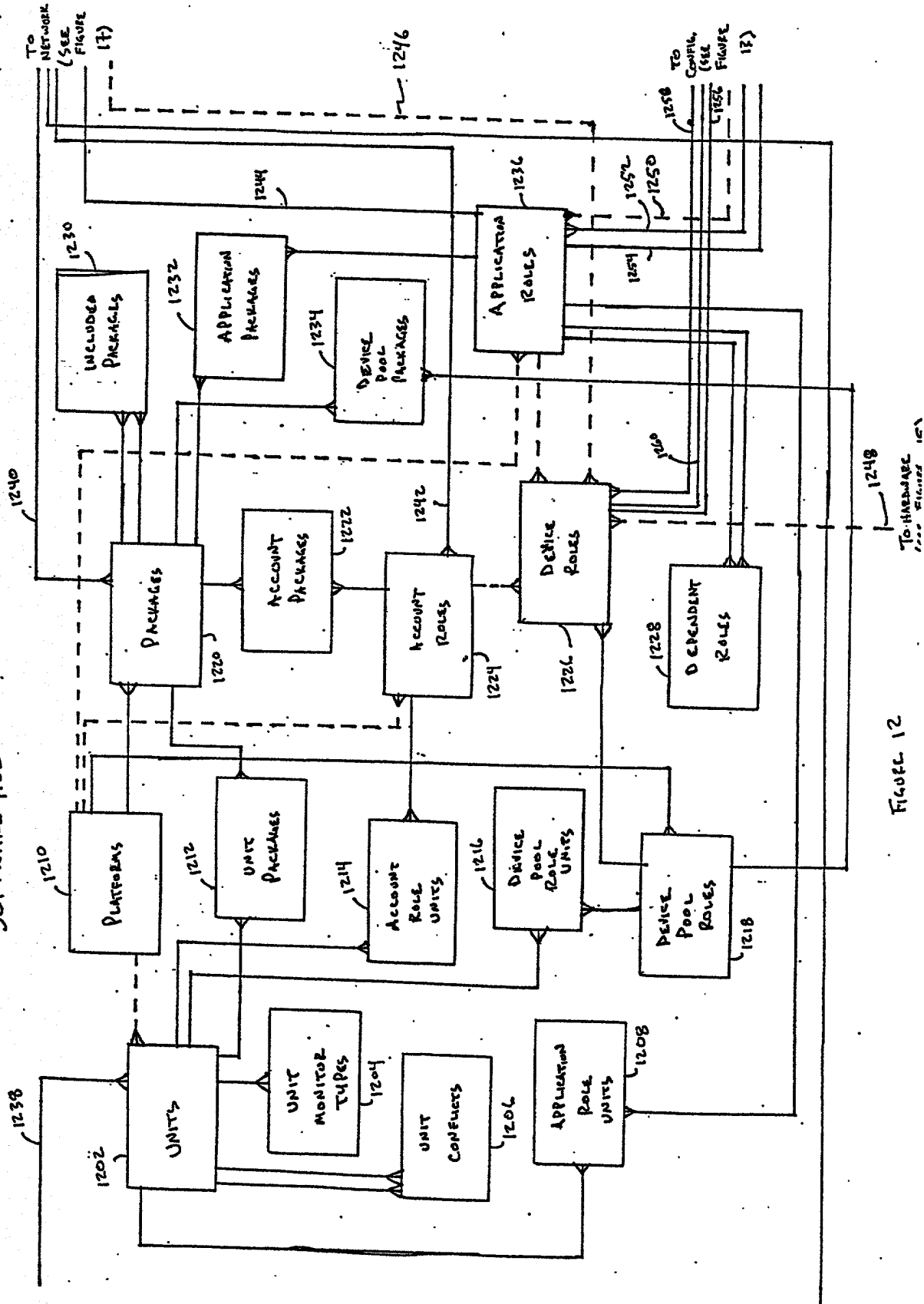


FIGURE 11

SOFTWARE 1102



Configuration 1104

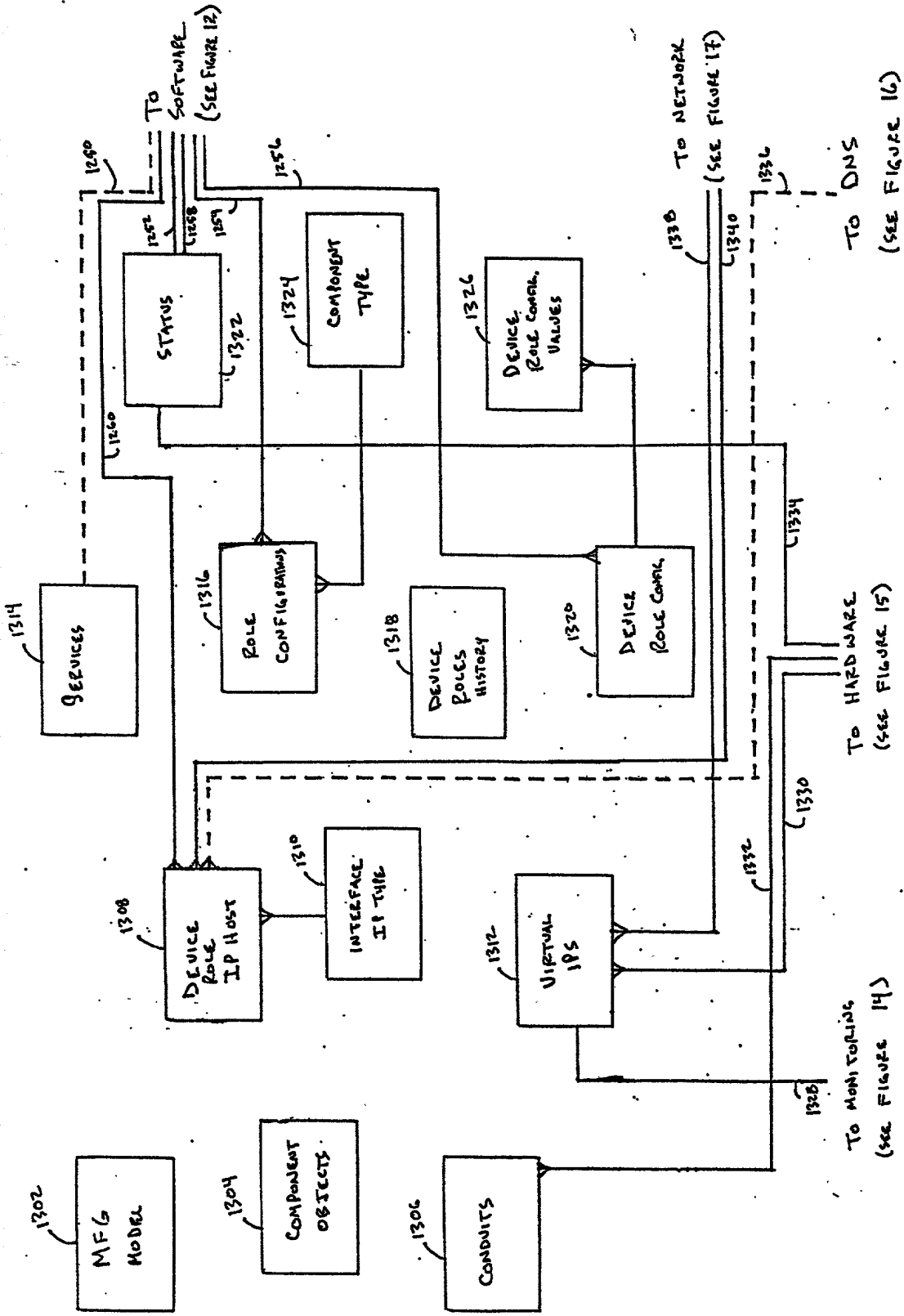
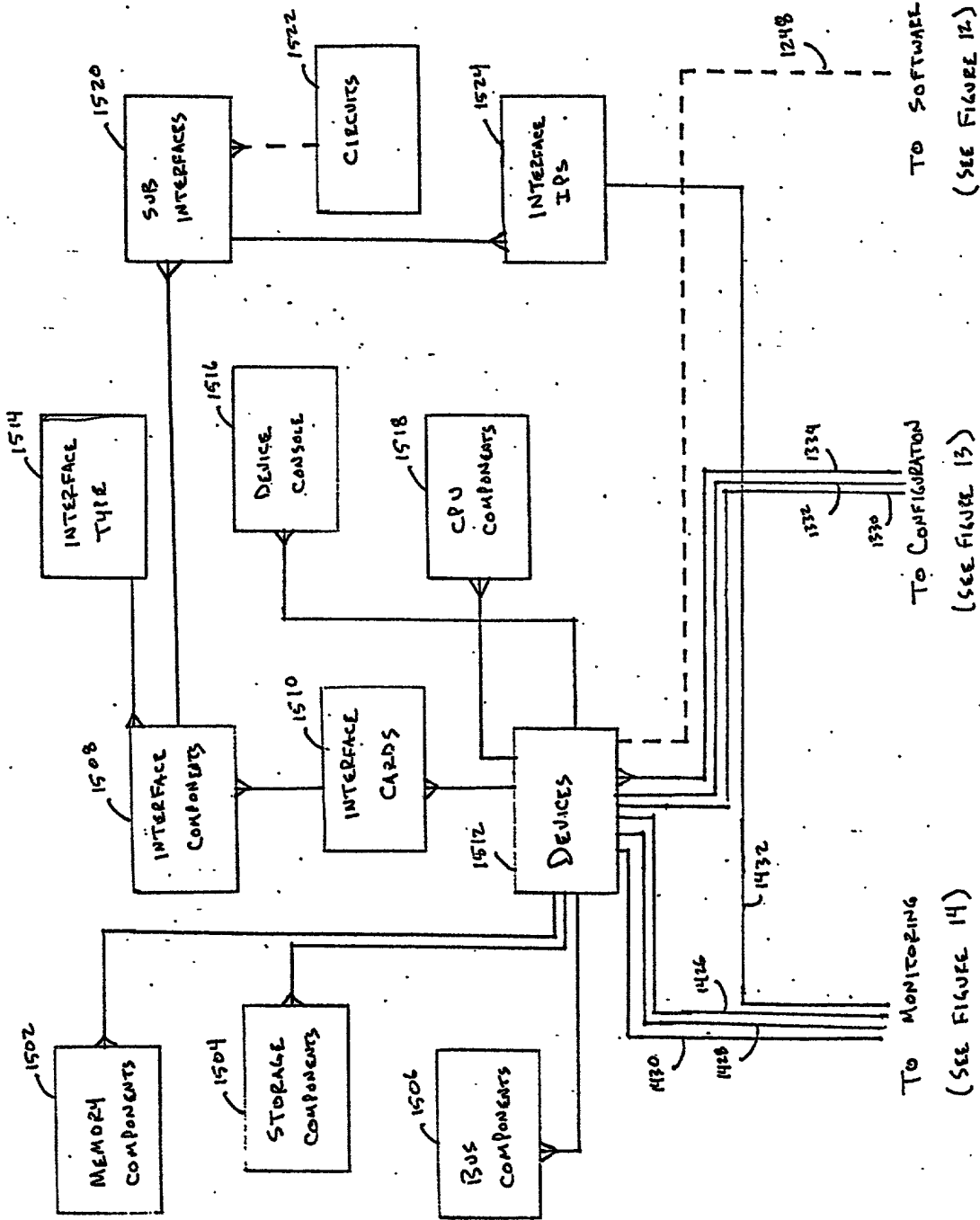


FIGURE 13

HARDWARE 1108



DNS 1110

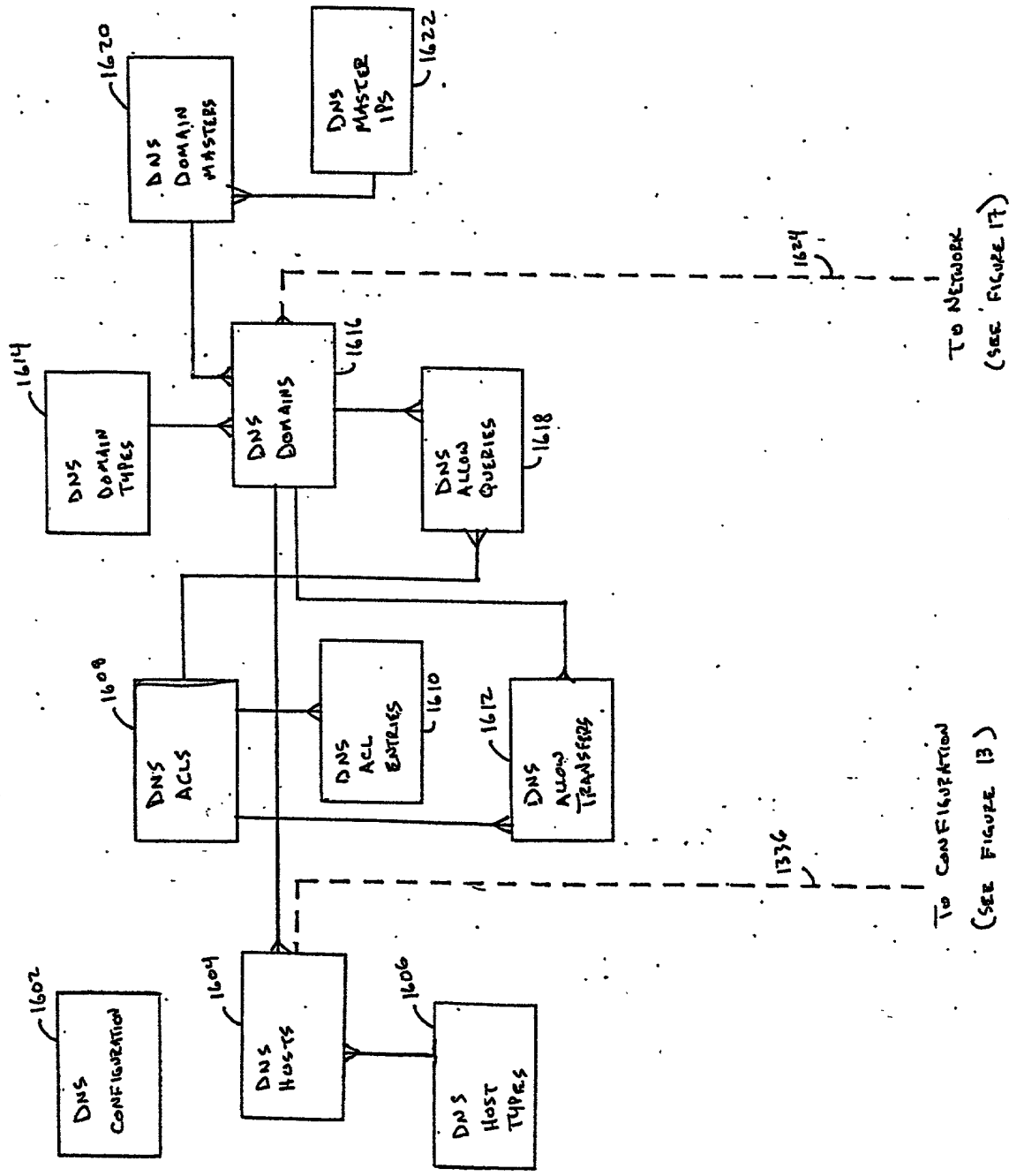


FIGURE 16

QUEUES 1114

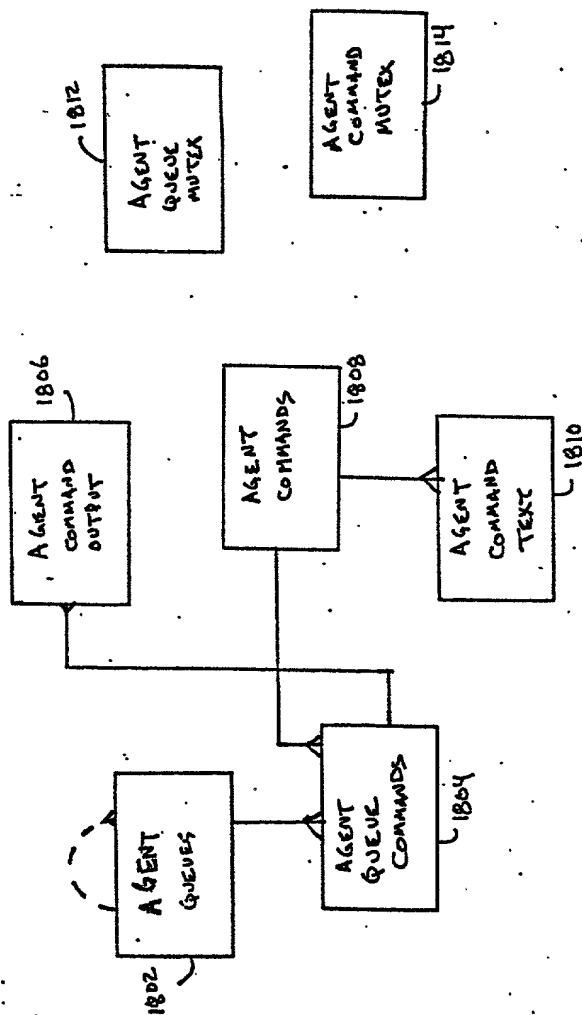


FIGURE 18